



Dispatch & Reservation - Dispatcher

GSAfleet.gov User Guide

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Introduction

What is Dispatch and Reservation?

The Dispatch and Reservation feature is a new component of the larger GSAFleet.gov platform. It allows a user to:

- Create and manage public and private motor pools.
- Add GSA Fleet leased and/or agency-owned vehicles to motor pools.
- Invite and manage members.
- Create and manage vehicle reservations.
- Download reservation and utilization data.

What is GSAFleet.gov?

The General Service Administration's (GSA) office of Fleet Management's mission is to provide safe, reliable, low cost vehicle solutions that assist federal agencies in effectively and efficiently meeting their mission and federal mandates. GSA Fleet manages mandatory Government-wide vehicle acquisition programs, provides Federal agencies full service vehicle leases, and offers short term vehicle rentals. In order to meet this mission, GSA Fleet personnel, customers, and other internal and external stakeholders currently use 19 disparate systems, some obsolete for system expansion or future growth. GSAFleet.gov will consolidate those 19 systems into a single integrated system with value added fleet management services enabled by the enhanced automation will be made available to agencies as service offerings to improve their fleet management. This modernization will allow agencies across the government to reap the benefits of the resulting solution and enhance a widely leveraged shared service.

Creating a Motor Pool

Step 1: On the landing screen, use the “Dispatch and Reservation” tab to navigate to the motor pool table.

Get Started

Here are some links to get you started. Please keep an eye out for new features and updates as we will roll them out regularly.

MANAGE MY FLEET

Dispatch And Reservation

View and manage motor pools, request access to public motor pools, create and manage vehicle reservations.

Step 2: Here you'll have listed the public motor pools in your agency. If you are part of a private pool, it will also be listed. Select the Create Motor Pool button in order to create a new motor pool.

Dispatch and Reservation

Use this feature to create and manage public and private motor pools, add GSA Fleet leased and/or agency-owned vehicles to motor pools, invite and manage members, create and manage vehicle reservations, and produce reports based on reservation data.

For more information, please see the dispatch and reservation user guide and "How to" video.

[+ Create motor pool](#)

FILTERS		<input type="checkbox"/>	↑ Motor pool name	Description	No. of vehicles	↕ Location	Actions	
0 filters applied —								
No filters applied		<input type="checkbox"/>	>	Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington , DC 20304	...
Pool name +								
Pool type +								
State +		<input type="checkbox"/>	>	Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007	...
		10 ↕	items per page					
		Displaying 1-2 of 2 items						

Dispatch and Reservation - Dispatcher

Step 3: Once on the Create Motor Pool creation modal, fill in the details. Once done, select Submit.

- Name of motor pool: you can name your motor pool anything you'd like as long as it does not overlap with the name of a previously created motor pool in your agency (Required)
- Description (Required)
- City
- State
- Zip
- Time zone: Important because members will be creating reservations in the motor pool based on the established time zone (Required)
 - Note: Once the motor pool is created, the time zone cannot be edited. To update the time zone, the motor pool will need to be deleted and a one will need to be created
- Pool is public: Yes or no. Public pools are accessible by anyone in the agency while private pools are only viewable by members of said pool
- Agency
- Primary dispatcher: Select the user who will serve as the main manager of this motor pool (Required)
- Backup dispatcher: Enter a member of your agency to serve as your secondary dispatcher, names will populate as you enter letters

The screenshot shows a 'Create motor pool' modal window. At the top, it says 'Begin by naming your pool, adding a description, and selecting time zone.' Below this, a note states 'Required fields are marked with an asterisk (*).' The form contains several fields: 'Name of motor pool *' with a text input containing 'Philadelphia HQ' and a '35 characters left' indicator; 'Description *' with a text area containing 'This motor pool serves as the Philadelphia Office's dispatch and reservation center' and a '117 characters left' indicator; 'City' with a dropdown menu showing 'Philadelphia'; 'State' with a dropdown menu showing 'PA'; 'ZIP code' with a text input containing '19138'; 'Time zone *' with a dropdown menu showing 'Eastern standard time (US/Eastern)'; 'Pool is public' with a dropdown menu showing 'Yes'; 'Agency *' with a dropdown menu showing '- Select -'; 'Primary dispatcher *' with a dropdown menu showing '- Select -'; and 'Backup dispatcher(s)' with a dropdown menu showing 'Select dispatcher'. At the bottom of the modal, there are 'Cancel' and 'Submit' buttons.

Dispatch and Reservation - Dispatcher

Step 4: Your motor pool will now be listed on the Motor Pool table. To find your motor pool, use the filter on the left side of the screen or scroll down the screen. Each screen page only allows 10 motor pools per page.

Dispatch and Reservation

Use this feature to create and manage public and private motor pools, add GSA Fleet leased and/or agency-owned vehicles to motor pools, invite and manage members, create and manage vehicle reservations, and produce reports based on reservation data.

For more information, please see the dispatch and reservation user guide and "How to" video.

+ Create motor pool

FILTERS	<input type="checkbox"/>	<div>↑ Motor pool name</div>	Description	No. of vehicles	↕ Location	Actions
0 filters applied —						
No filters applied	<input type="checkbox"/>	>	<div>Washington DC HO Motor Pool</div>	This motor pool is for... Read more	2	Washington, DC 20304 ...
Pool name +						
Pool type +	<input type="checkbox"/>	>	<div>Regional Office Motor Pool - Chicago</div>	This motor pool is... Read more	2	Chicago, IL 60007 ...
State +						
	<input type="checkbox"/>	>	<div>Philadelphia HQ</div>	This motor pool serves... Read more	1	Philadelphia, PA 19138 ...

10 items per page

Displaying 1 - 3 of 3 items

Adding a Vehicle

Step 1: A motor pool needs vehicles. To begin adding vehicles, first select the Vehicle Inventory option from the mega menu Manage my fleet.

The screenshot shows the GSA Fleet Dispatcher interface. The 'Manage my fleet' mega menu is open, and 'Vehicle inventory' is highlighted. The main content area shows a 'Reservation' section with a '+ Create motor pool' button. Below this is a table with columns: Motor pool name, Description, No. of vehicles, Location, and Actions. A single row is visible for 'Washington DC' with 2 vehicles.

Motor pool name	Description	No. of vehicles	Location	Actions
Washington DC	This motor	2	Washington

Step 2: Once on the Vehicle Inventory screen, use the filter panel to add vehicles to your motor pool by entering a VIN or license plate.

The screenshot shows the 'Vehicle Inventory' screen. The filter panel is open on the left, showing '1 filter applied' for 'License Plate' with the value 'TEST296780'. A red arrow points to the 'License Plate' filter. The main table shows a single vehicle: '2012 HONDA CIVIC' with license plate 'TEST296780' and status 'Registered'.

Vehicle	Plate Number	Registered	Agency	Actions
2012 HONDA CIVIC 19XFB2F53CE036201	TEST296780	Registered	022 - Agency 22	...

Dispatch and Reservation - Dispatcher

Step 3: Select the action ellipsis next to your desired vehicle and select the Add vehicle to pool option.

The screenshot shows the 'Vehicle Inventory' page. At the top, there's a breadcrumb 'Home > Vehicle Inventory' and a 'Hide filters' button. A table lists vehicles with columns: Vehicle, Plate Number, Registered, Agency, and Action. The first row shows a '2012 HONDA CIVIC' with VIN '19XFB2F53CE036201' and plate 'TEST296780'. The 'Registered' status is 'Registered' (green dot) and the 'Agency' is '022 -'. The 'Action' column has an ellipsis menu. A dropdown menu is open from this ellipsis, showing options: 'Edit vehicle registration', 'Download vehicle registration card', and 'Add vehicle to pool' (highlighted with a red box). On the left, there's a 'FILTERS' section with '1 filter applied' and a 'Reset all' link. The filters include 'License Plate' (TEST296780), 'VIN' (+), and 'License Plate' (-). At the bottom, there's a pagination bar showing '10 items per page' and 'Displaying 1-1 of 1 items'.

Step 4: Select the motor pool from the dropdown on the modal. You will have the option to add a Vehicle location and Comment. Then select the Add vehicle button when you are satisfied with your selection.

The screenshot shows the 'Add vehicle to pool' modal. It has a title bar with a close button. The form contains the following fields: 'Vehicle' (2012 Honda Civic), 'VIN' (19XFB2F53CE036201), 'License plate' (TEST296780), and 'Ownership' (Agency Owned). Below these is a 'Select pool *' dropdown menu with 'Philadelphia HQ' selected. There is a 'Vehicle location' text input field with 'Backlot' entered and a '93 characters left' indicator. Below that is a 'Comment' text area with a '200 characters allowed' indicator. At the bottom, there are 'Cancel' and 'Add vehicle' buttons.

Dispatch and Reservation - Dispatcher

Step 5: A green banner will appear stating you have successfully added to the motor pool. You can select the [here](#) hyperlink on the banner to navigate directly to the motor pool. To navigate to the Dispatch and Reservation screen, select the mega menu Manage my fleet and select Dispatch and Reservation.

here to navigate to the motor pool.' The main table displays vehicle information for a 2012 Honda Civic."/>

GSA Fleet® Dispatcher Jon Doe >

Manage my fleet > Run reports Help

- New vehicle registration
- Vehicle inventory
- Vehicle recalls
- Vehicle expenses
- Vehicle mileage history
- License plate orders
- License plate inventory
- Vehicle data bulk updates
- Dispatch and reservation**
- Wallets

Successfully added to the motor pool "Philadelphia HQ". Please click [here](#) to navigate to the motor pool.

Export data

Vehicle	Plate Number	Registered	Agency	Actions
2012 HONDA CIVIC 19XFB2F53CE036201	TEST296780	Registered	022 - Agency 22	...

1 filter applied: License Plate TEST296780

VIN

10 items per page

Displaying 1-1 of 1 items

Step 6: Select the linked motor pool name in order to interact further with the created motor pool.

Home > Dispatch and Reservation

Dispatch and Reservation

Use this feature to create and manage public and private motor pools, add GSA Fleet leased and/or agency-owned vehicles to motor pools, invite and manage members, create and manage vehicle reservations, and produce reports based on reservation data.

For more information, please see the dispatch and reservation user guide and "How to" video.

[+ Create motor pool](#)

Motor pool name	Description	No. of vehicles	Location	Actions
Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington, DC 20304	...
Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007	...
Philadelphia HQ	This motor pool serves... Read more	1	Philadelphia, PA 19138	...

10 items per page

Displaying 1-3 of 3 items

Dispatch and Reservation - Dispatcher

Step 7: When you open a Motor Pool, you'll be defaulted to the Current Reservation tab. This is where you'll find reservations members have made in the motor pool. As this is a newly created motor pool, there are no reservations in place yet. To learn more about the creation and management of reservations, navigate to the Creating and Managing Reservations section of this guide. For our purposes, select the Vehicles Tab in order to view any vehicles you have added to your motor pool.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

[Current Reservations](#) [Members](#) [Vehicles](#)

Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled.

1 filter applied

My reservations

My current reservations

My reservations

Confirmation number

VIN

License plate

×

Reset all

+

+

+

+

↑	Name	↑	Vehicle	↑	Start date	↑	End date	↑	Status	Actions
<div>No motor pool reservations available</div> <div>Add or remove filters to search motor pool reservations</div>										

Step 8: This is where all of the vehicles you have added to the motor pool will be listed. Later you'll use this screen to create reservations for these vehicles. For now, let's finish creating the motor pool by adding members. To do this, select the Members tab.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

[Current Reservations](#) [Members](#) [Vehicles](#)

Use this feature to create new reservations. You can use the availability dates filter to reserve vehicles. You can also add or update vehicle location/comments, and remove existing vehicles from this motor pool. If you would like to add new vehicles to this pool, you can do so from the [Vehicle Inventory](#) page by using the Add vehicle to pool action.

0 filters applied

No filters applied

Availability Dates

Start Date

mm/dd/yyyy

+

10

items per page

↑	Vehicle	↑	Plate number	↑	Ownership	Actions
>	2012 HONDA CIVIC 19XFB2F53CE036201		TEST296780		Agency Owned	...

Displaying 1 - 1 of 1 items

Removing a Vehicle

Step 1: If you ever want to remove a previously added vehicle, select the action ellipsis, and then select the Remove vehicle option.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current ReservationsMembersVehicles

Use this feature to create new reservations. You can use the availability dates filter to reserve vehicles. You can also add or update vehicle location/comments, and remove existing vehicles from this motor pool. If you would like to add new vehicles to this pool, you can do so from the [Vehicle Inventory](#) page by using the Add vehicle to pool action.

0 filters applied

No filters applied

Availability Dates

Start Date
mm/dd/yyyy

10 items per page

2012 HONDA CIVIC
[19XFB2F53CE036201](#)

TEST296780

Agency Owned

...

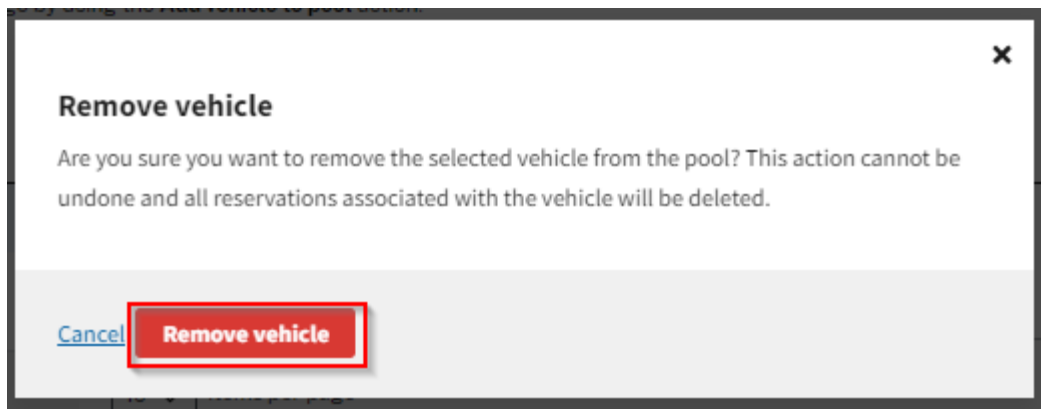
Reserve vehicle

Edit vehicle details

Remove vehicle

Displaying 1-1 of 1 items

Step 2: A pop-up modal will appear. Select the Remove vehicle button on the modal. The vehicle will no longer be present in the motor pool and any reservations that are not currently dispatched will be automatically removed.



Adding a Member

Step 1: The Members tab is where you'll add and remove members from your motor pool. As you have just created a motor pool, the only member you'll see will be yourself listed as Dispatcher Invited. To invite more members, select the Add Member button on the right side of the page.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current Reservations

Members

Vehicles

Use this feature to add or remove members from this motor pool. Existing users on GSAFleet.gov can be added to the motor pool by clicking on the Add member button below. If you want to invite a new user to the motor pool who is not part of GSAFleet.gov, please use the [invitation management](#) to invite the user. Once the user is successfully registered, they can be added to this motor pool.

+ Add member

Member name	Email	Phone number	Member type	Actions
Dispatcher Jon Doe	dispatcher1@gmail.com	5712221133	Dispatcher Invited	...

10 items per page

Displaying 1-1 of 1 items

Step 2: On the add member modal, enter the desired user's email into the search field. Users who have already created accounts in the system will populate. Select the populated names and select Submit.

Add member

Required fields are marked with an asterisk (*).


Search user by email *

Cancel

Submit

Dispatch and Reservation - Dispatcher

Step 3: Once the member is added, the member will be listed in the member table as Dispatcher Invited.

 Driver one Jon Doe successfully added to Philadelphia HQ.

[Home](#) > [Dispatch and Reservation](#) > Philadelphia HQ

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current Reservations

Members

Vehicles

Use this feature to add or remove members from this motor pool. Existing users on GSAFleet.gov can be added to the motor pool by clicking on the Add member button below. If you want to invite a new user to the motor pool who is not part of GSAFleet.gov, please use the [invitation management](#) to invite the user. Once the user is successfully registered, they can be added to this motor pool.

+ Add member

↕ Member name	Email	Phone number	↕ Member type	Actions
Driver one Jon Doe	driver1@gmail.com	5712221133	Dispatcher Invited	...
Dispatcher Jon Doe	dispatcher1@gmail.com	5712221133	Dispatcher Invited	...

10

 items per page

Displaying 1 - 2 of 2 items

[Return to top](#)

Removing a Member

Step 1: On the Member tab, select the action ellipsis and select the Remove member option.

[Home](#) > [Dispatch and Reservation](#) > Philadelphia HQ

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

[Current Reservations](#) **[Members](#)** [Vehicles](#)

Use this feature to add or remove members from this motor pool. Existing users on GSAFleet.gov can be added to the motor pool by clicking on the Add member button below. If you want to invite a new user to the motor pool who is not part of GSAFleet.gov, please use the [invitation management](#) to invite the user. Once the user is successfully registered, they can be added to this motor pool.

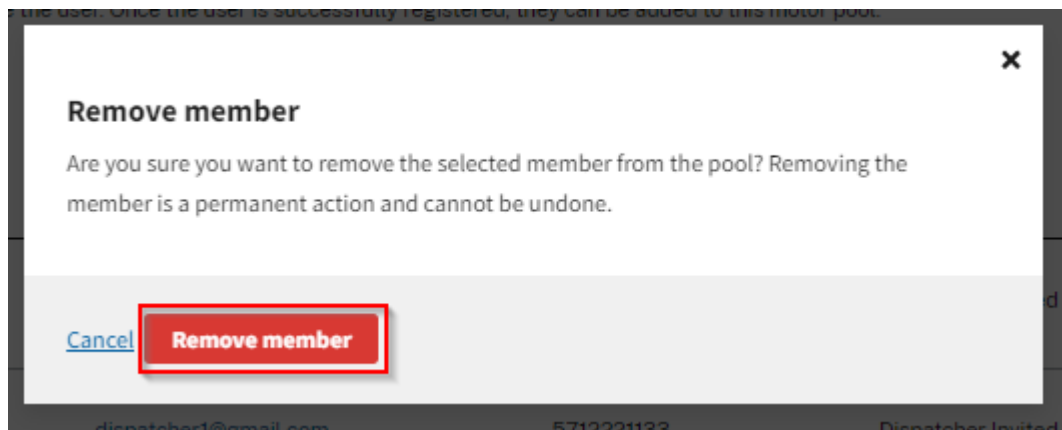
[+ Add member](#)

Member name	Email	Phone number	Member type	Actions
Driver one Jon Doe	driver1@gmail.com	5712221133	Dispatcher Invited	...
Dispatcher Jon Doe	dispatcher1@gmail.com	5712221133	Dispatcher Invited	<div>Remove member</div>

10 items per page

Displaying 1-2 of 2 items

Step 2: A pop-up modal will appear. Select the Remove member button on the modal. The member will no longer be listed in the motor pool.



Exporting Data

As a dispatcher, you may want to export data from your motor pools. You have two data export options: reservation history and motor pool utilization.

Step 1: Select the checkboxes next to the motor pools you manage that you'd like to export data. You can select one motor pool or all of them. To filter only the motor pools you manage, select the checkbox on the header of the table.

Dispatch and Reservation

Use this feature to create and manage public and private motor pools, add GSA Fleet leased and/or agency-owned vehicles to motor pools, invite and manage members, create and manage vehicle reservations, and produce reports based on reservation data.

For more information, please see the dispatch and reservation user guide and "How to" video.

Actions

FILTERS

0 filters applied	—
No filters applied	
Pool name	+
Pool type	+
State	+

<input type="checkbox"/>		Motor pool name	Description	No. of vehicles	Location	Actions
<input type="checkbox"/>	>	Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington , DC 20304	...
<input type="checkbox"/>	>	Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007	...
<input checked="" type="checkbox"/>	>	Philadelphia HQ	This motor pool serves... Read more	1	Philadelphia, PA 19138	...

10 items per page

Displaying 1-3 of 3 items

[↑ Return to top](#)

Dispatch and Reservation - Dispatcher

Step 2: Now select the actions button, and select the data you'd like to pull (i.e. either reservation history or motor pool utilization).

The screenshot shows a web interface for managing motor pools. On the left is a 'FILTERS' sidebar with '0 filters applied' and expandable sections for 'Pool name', 'Pool type', and 'State'. The main area is a table with columns: Motor pool name, Description, No. of vehicles, and location. Three rows are visible: 'Washington DC HQ Motor Pool', 'Regional Office Motor Pool - Chicago', and 'Philadelphia HQ'. The 'Regional Office Motor Pool - Chicago' and 'Philadelphia HQ' rows are selected with checkboxes. An 'Actions' dropdown menu is open for the selected rows, showing options: '+ Create motor pool', 'Export reservation history report data', and 'Export motor pool utilization report data'. The bottom of the table shows '10 items per page' and 'Displaying 1-3 of 3 items'. A 'Return to top' link is at the bottom left.

Motor pool name	Description	No. of vehicles	Location
Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington, DC 20304
<input checked="" type="checkbox"/> Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007
<input checked="" type="checkbox"/> Philadelphia HQ	This motor pool serves... Read more	1	Philadelphia, PA 19138

Step 3: Upon selecting a data export option, you will be navigated to one of the following respective modals. If you selected reservation history report data, you'll be prompted to indicate whether you'd like Scheduled or Actual reservation history. In the motor pool utilization data option, you'll only be able to obtain the Actual data. In either case, enter the dates you'd like to pull the data for and select submit. The exported data will shortly arrive in your email inbox.

Export reservation history report data

Request data for your motor pools.

Required fields are marked with an asterisk (*).

Dates

☒ Scheduled
☐ Actual

Start date *
mm/dd/yyyy

End date *
mm/dd/yyyy

[Cancel](#) [Submit](#)

Export Motor pool utilization report Data

All time zones selected for this report are in the Central Time

Request data for your motor pools.

Required fields are marked with an asterisk (*).

Dates

☒ Actual

Start date *
mm/dd/yyyy

End date *
mm/dd/yyyy

[Cancel](#) [Submit](#)

Creating a Reservation

Step 1: Once a motor pool is created, both dispatchers and members can create reservations. Reservations are made on the Vehicles tab of a selected motor pool. Select the motor pool name or use the filter the pool name on the left side of the screen to make a reservation.

Dispatch and Reservation

Use this feature to create and manage public and private motor pools, add GSA Fleet leased and/or agency-owned vehicles to motor pools, invite and manage members, create and manage vehicle reservations, and produce reports based on reservation data.

For more information, please see the dispatch and reservation user guide and "How to" video.

[+ Create motor pool](#)

FILTERS		<input type="checkbox"/>	↑ Motor pool name	Description	No. of vehicles	↕ Location	Actions	
0 filters applied —								
No filters applied		<input type="checkbox"/>	>	Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington , DC 20304	...
Pool name +		<input type="checkbox"/>	>	Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007	...
Pool type +		<input type="checkbox"/>	>	Philadelphia HQ	This motor pool serves... Read more	1	Philadelphia, PA 19138	...
State +		<input type="checkbox"/>	>					

10

items per page

Displaying 1-3 of 3 items

Step 2: Select the Vehicles tab.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

[Current Reservations](#) [Members](#) **[Vehicles](#)**

Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled. If you would like to create a new reservation, you can do so from the **Vehicles** tab by using the **Reserve vehicle** action.

FILTERS

1 filter applied

My reservations

My current reservations

My reservations

Confirmation number

Reset all

10 items per page

Displaying 1-1 of 1 items

Name

Vehicle

Scheduled start date

Scheduled end date

Status

Actions

>

Dispatcher
Jon Doe

2012 HONDA CIVIC
19XFB2F53CE036201

03/23/2023
12:00 PM
EDT

03/25/2023
12:00 PM
EDT

Completed

Dispatch and Reservation - Dispatcher

Step 3: Select the Action ellipsis for the vehicle you'd like to reserve and select Reserve vehicle.

[Home](#) > [Dispatch and Reservation](#) > Philadelphia HQ

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current ReservationsMembersVehicles

Use this feature to create new reservations. You can use the availability dates filter to reserve vehicles. You can also add or update vehicle location/comments, and remove existing vehicles from this motor pool. If you would like to add new vehicles to this pool, you can do so from the [Vehicle Inventory](#) page by using the Add vehicle to pool action.

0 filters applied

No filters applied

Availability Dates

Start Date
mm/dd/yyyy

>

2012 HONDA CIVIC
[19XFB2F53CE036201](#)

TEST296780

Agency Owned

Reserve vehicle

Edit vehicle details

Remove vehicle

10

 items per page

Displaying 1-1 of 1 items

Step 4: For motor pools that have more members, more vehicles, and a range of reservations already created, setting a reservation may be more difficult as a vehicle can only be reserved by one person for any given time (reservations cannot overlap). In these situations, it may be helpful to use the filter panel to filter for your desired reservation times. Once your dates have been filtered, any vehicles available for reservation during your set period will remain on the Vehicles tab.

0 filters applied

No filters applied

Availability Dates

Start Date
mm/dd/yyyy

End Date
mm/dd/yyyy

Start time
Default: 12:00am

End time
Default: 11:59pm

>

2012 HONDA CIVIC
[19XFB2F53CE036201](#)

TEST296780

Agency Owned

...

10

 items per page

Displaying 1-1 of 1 items

Step 5: Use the reservation modal to enter any relevant details. Once complete, select submit.

- Reservation start date/time (Required)
- Reservation end date/time (Required)
 - The selected time period cannot overlap any previously created reservations for this vehicle. It also cannot be for any times in the past
- Driver needed: Select yes or no
- Driver name: Your name will populate. If you are creating the reservation for someone else, enter their name. (Required)
- Reservation Purpose: Select a reason for the reservation from the dropdown, if you don't see an applicable purpose, select other. (Required)
- Comments

Help

X

Reserve 2012 Honda Civic

Required fields are marked with an asterisk (*).

Reservation start date *
mm/dd/yyyy

Start time (EDT) *
hh:mm
 X ▾

Reservation end date *
mm/dd/yyyy

End time (EDT) *
hh:mm
 X ▾

Driver needed
 ▾

Driver name *

32 characters left

Reservation purpose *
 ▾

Comments
200 characters allowed

[Cancel](#)

Dispatch and Reservation - Dispatcher

Step 6: The reservation will now be viewable on the reservation screen with a Reserved status. Dispatchers will see all reservations created in a motor pool, while members will only be able to view their own personally created reservations.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current ReservationsMembersVehicles							
Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled. If you would like to create a new reservation, you can do so from the Vehicles tab by using the Reserve vehicle action.							
FILTERS		↕ Name	↕ Vehicle	↕ Scheduled start date	↕ Scheduled end date	↕ Status	Action
1 filter applied		>	Dispatcher Jon Doe	2012 HONDA CIVIC 19XFB2F53CE036201	03/30/2023 8:00 AM EDT	03/30/2024 8:00 AM EDT	● Reserved
My reservations							
My current							

Starting a Reservation

Step 1: When the time comes to start a reservation, select the Start Reservation option from the Action ellipsis menu. Be aware that you can begin a reservation whenever, regardless of the previously entered Scheduled Pickup date, as long as the vehicle isn't currently deployed.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current ReservationsMembersVehicles							
Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled.							
FILTERS		↕ Name	↕ Vehicle	↕ Start date	↕ End date	↕ Status	Action
1 filter applied		>	Dispatcher Jon Doe	2012 HONDA CIVIC 19XFB2F53CE036201	03/23/2023 12:00 PM EDT	03/25/2023 12:00 PM EDT	● Reserved
My reservations							
My current							
My reservations							
Confirmation number							
VIN							

Dispatch and Reservation - Dispatcher

Step 2: On the modal, fill in any relevant details. If you are beginning the reservation earlier or later than the scheduled pickup date, the current time/date will populate in the Actual Pickup date. Select Start. Reservation when details are entered.

- Vehicle beginning odometer reading: System tracks distance driven (Required)
- Number of keys available
- Vehicle Condition: Enter any issues or information about the car that you'd like on record
- Comments
- Contact number: Who should be contacted if people need information about the vehicle/reservation

×

Start reservation for 2012 Honda Civic

Required fields are marked with an asterisk (*).

User name
Dispatcher Jon Doe

Pool name
Philadelphia HQ

Scheduled pickup date
03/23/2023 12:00 PM EDT

Scheduled return date
03/25/2023 12:00 PM EDT

Actual Pickup date
03/19/2023 1:13 PM EDT

Vehicle beginning odometer reading *

300

miles

Number of keys available

1

Vehicle condition

Dent on driver door

31 characters left

Comments

200 characters allowed

Contact number

555-687-2348

[Cancel](#)

Start reservation

Dispatch and Reservation - Dispatcher

Step 3: The reservation will now be listed as Dispatched on the Current Reservation tab. Using the action menu, you can still update the reservation while the vehicle is dispatched.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current Reservations

Members

Vehicles

Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled. If you would like to create a new reservation, you can do so from the **Vehicles** tab by using the **Reserve vehicle** action.

FILTERS

1 filter applied

My reservations

My current

Reset all

↑↓

Name

↑↓

Vehicle

↑↓

Scheduled start date

↑↓

Scheduled end date

↑↓

Status

Action

>

Dispatcher
Jon Doe

2012 HONDA CIVIC
[19XFB2F53CE036201](#)

03/23/2023
8:00 AM
EDT

03/25/2023
8:00 AM
EDT

●

Dispatched

...

Dispatch and Reservation - Dispatcher

Step 2: Upon selecting complete reservation, you'll be navigated to the Close and Complete Reservation modal. If you are ending the reservation earlier or later than the scheduled pickup date, the current time/date will populate in the Actual return date. Once all details have been entered select Complete Reservation.

- Vehicle Ending Odometer Reading:
Enter the final odometer reading. This cannot be lower than the previously entered beginning odometer reading. (Required)
- Number of keys returned
- Vehicle Condition
- Comments
- Contact Number

Close and complete reservation for 2012 Honda Civic

Required fields are marked with an asterisk (*).

User name
Dispatcher Jon Doe

Pool name
Philadelphia HQ

Scheduled pickup date
03/23/2023 12:00 PM EDT

Scheduled return date
03/25/2023 12:00 PM EDT

Actual return date
03/19/2023 1:22 PM EDT

Vehicle beginning odometer reading
300

Vehicle ending odometer reading *
 miles

Number of keys returned

Vehicle condition

31 characters left


Comments

200 characters allowed

Contact number

Dispatch and Reservation - Dispatcher

Step 3: Reservation will now be listed as Completed.

 You have successfully completed the reservation.

[Home](#) > [Dispatch and Reservation](#) > Philadelphia HQ

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

[Current Reservations](#) [Members](#) [Vehicles](#)

Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled.

1 filter applied

My reservations

My current reservations

My reservations

Confirmation number

VIN

License plate

+

+

+

+

Filters

Reset all

	Name	Vehicle	Start date	End date	Status	Acti
>	Dispatcher Jon Doe	2012 HONDA CIVIC 19XFB2F53CE036201	03/23/2023 12:00 PM EDT	03/25/2023 12:00 PM EDT	Completed	—

10 items per page

Displaying 1-1 of 1 items

Updating a Reservation

Step 1: Both Dispatchers and Members can use the action dots to edit reservations. Dispatchers can edit any reservations present in the motor pool, while members can only edit reservations that they have created previously. As always, no users can edit a reservation to overlap with any other reservation.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

[Current Reservations](#) [Members](#) [Vehicles](#)

Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled. If you would like to create a new reservation, you can do so from the **Vehicles** tab by using the **Reserve vehicle** action.

1 filter applied

My reservations

My current

+

+

+

Filters

Reset all

	Name	Vehicle	Scheduled start date	Scheduled end date	S
>	Dispatcher Jon Doe	2012 HONDA CIVIC 19XFB2F53CE036201	03/23/2023 12:00 PM EDT	03/25/2023 12:00 PM EDT	Reserved

Start reservation

Update reservation

Cancel reservation

Dispatch and Reservation - Dispatcher

Step 2: Selecting update reservation will take the user to the Update Reservation modal. All previously entered information will automatically populate. These fields are editable, but if a reservation has already been dispatched the user will be unable to modify their Reservation start date/time. Select submit and the reservation will be saved with its new details.

Help

Update reservation for 2012 Honda Civic

Required fields are marked with an asterisk (*).

Reservation start date *

mm/dd/yyyy

03/23/2023

Start time (EDT) *

hh:mm

12:00pm

X

Reservation end date *

mm/dd/yyyy

03/25/2023

End time (EDT) *

hh:mm

12:00pm

X

Driver needed

No

Driver name *

Dispatcher Jon Doe

32 characters left

Reservation purpose *

Local Travel

Reservation comments

200 characters allowed

Cancel

Submit

Canceling a Reservation

Step 1: Both Dispatchers and Members can use the Action ellipsis to cancel reservations that have not been dispatched yet. Dispatchers can cancel any reservations present in the motor pool, while members can only cancel reservations that they have created previously.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

Current Reservations

Members

Vehicles

Use this feature to view your current reservations, and start or close/complete a reservation. Existing reservations can be edited or canceled. If you would like to create a new reservation, you can do so from the **Vehicles** tab by using the **Reserve vehicle** action.

FILTERS

1 filter applied

My reservations

My current

Name

Vehicle

Scheduled start date

Scheduled end date

Status

>	Dispatcher Jon Doe	2012 HONDA CIVIC 19XFB2F53CE036201	03/23/2023 12:00 PM EDT	03/25/2023 12:00 PM EDT	Reserved	<div> <div>Start reservation</div> <div>Update reservation</div> <div>Cancel reservation</div> </div>
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Step 2: On the cancel reservation modal, select Cancel reservation. The reservation will then be removed from the Current Reservations tab.

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